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Smith et al.

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(54) **INTEGRATED MESSAGE CENTER**

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(73) Assignee: **Nortel Networks Limited (CA)**

(*) Notice: This patent issued on a continued prosecution application filed under 37 CFR 1.53(d), and is subject to the twenty year patent term provisions of 35 U.S.C. 154(a)(2).

Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 0 days.

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(51) **Int. Cl.**⁷ **H04M 1/64**; H04M 11/00; H04M 3/42; H04Q 7/20

(52) **U.S. Cl.** **379/88.12**; 379/67.1; 379/88.11; 379/88.22; 379/93.08; 455/412; 455/413; 455/466

(58) **Field of Search** 379/88.01, 88.11, 379/93.01, 93.08, 93.17, 100.01, 100.08, 88.22, 111, 112, 113, 211, 230, 246, 88.12, 114.06, 114.07, 88.23, 88.24; 455/445, 517, 417, 459, 419, 433, 466, 422, 38.1, 412, 413, 414; 370/347, 337, 349, 498, 524; 341/20-23

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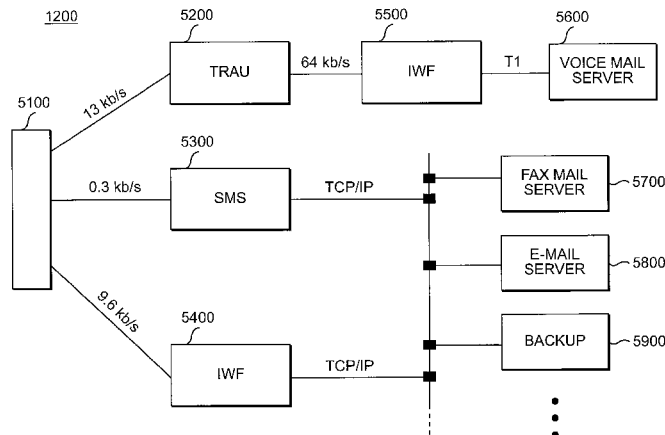
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(57) **ABSTRACT**

An integrated message center operates on telecommunications equipment, having a display and a processor, to consolidate messages of different types for viewing and manipulation by a user. The telecommunications equipment receives notification messages corresponding to pending messages of different types and determines the message type of the pending messages. The integrated message center associates a message type indicator with each of the received notification messages based on the determined message type and displays on the display a portion of the received notification messages and the associated message type indicators as entries in a single selectable list. The user can select one of the pending messages for retrieval based on the entries in the single selectable list. In response to user selection, the integrated message center retrieves the selected pending message for viewing and manipulation by the user.

33 Claims, 16 Drawing Sheets



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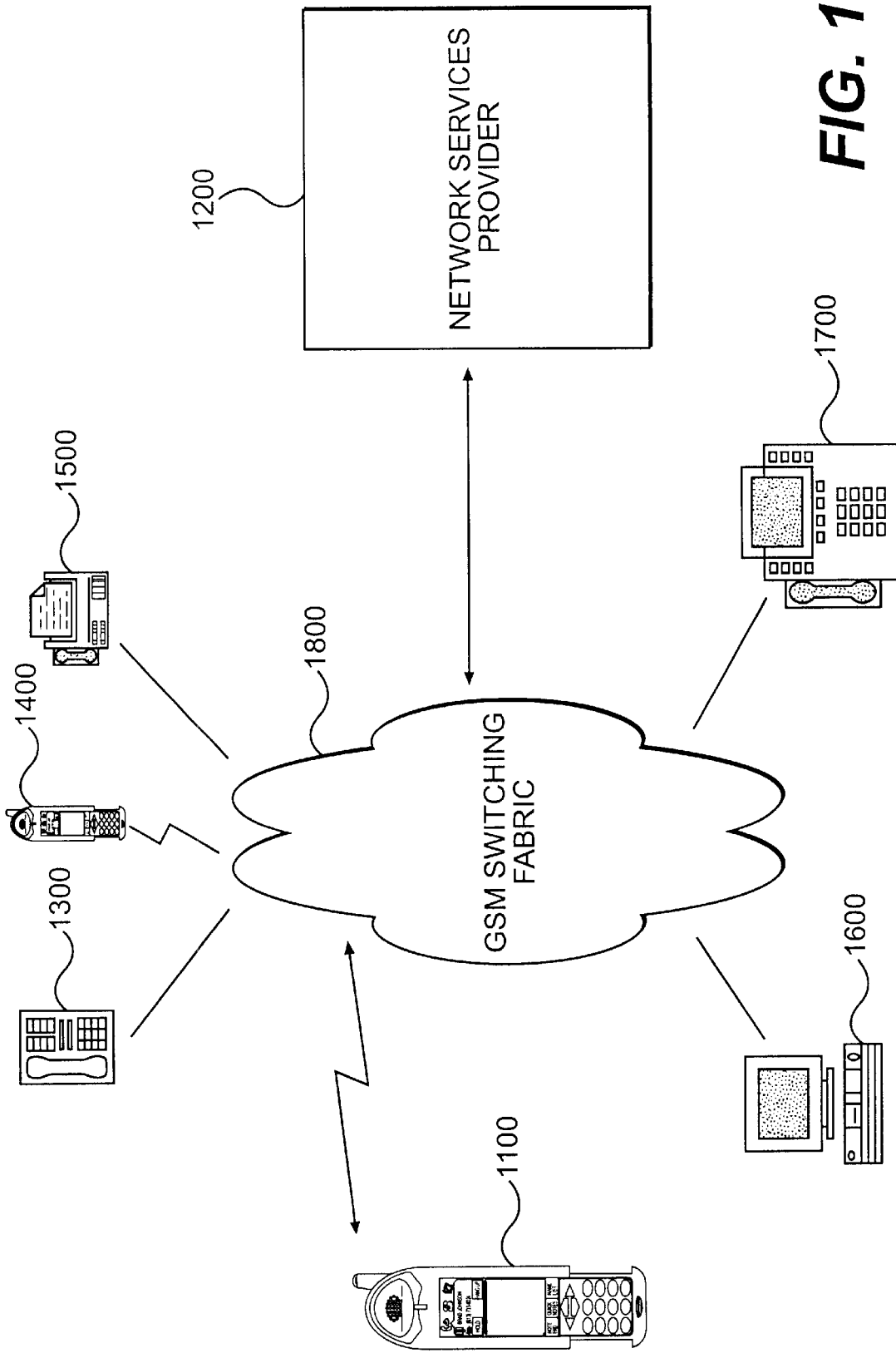


FIG. 1

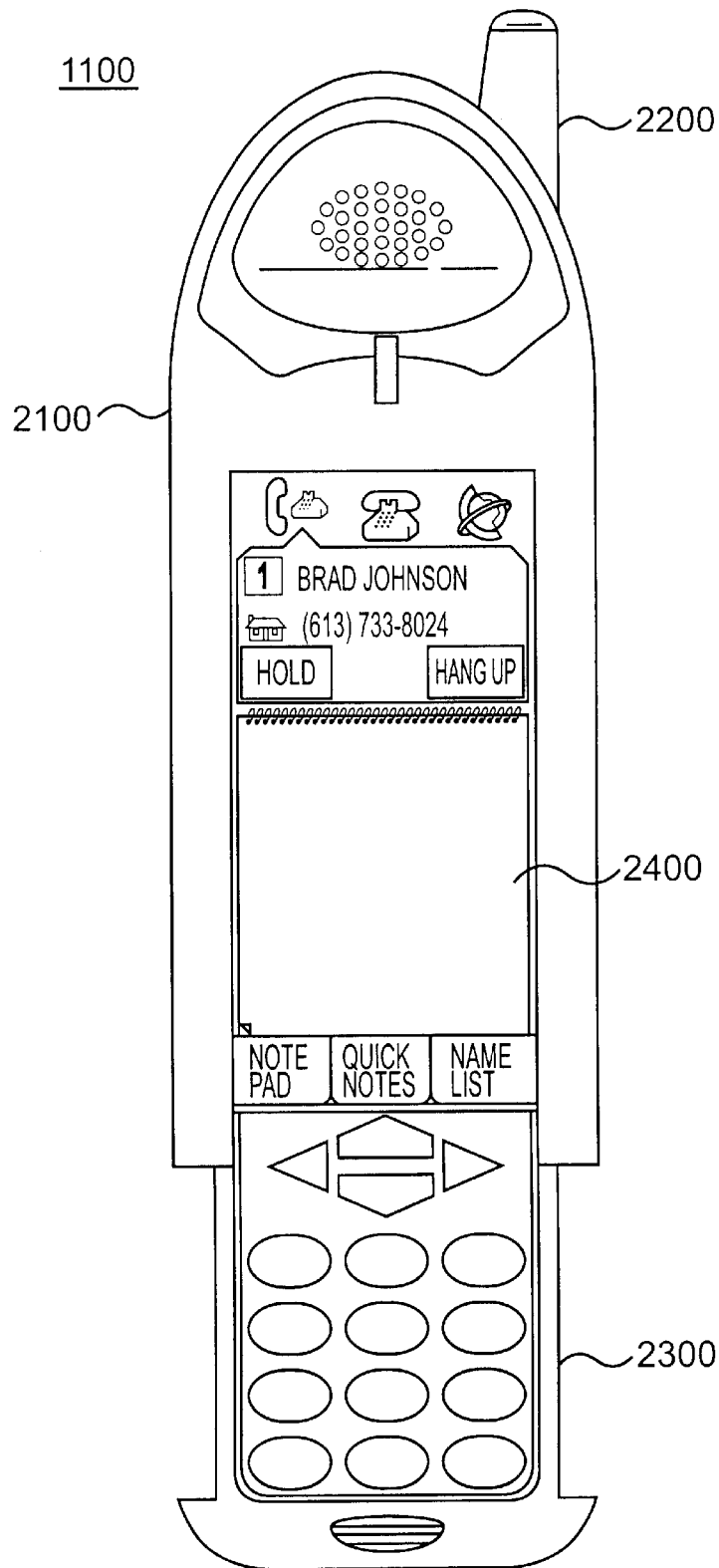


FIG. 2

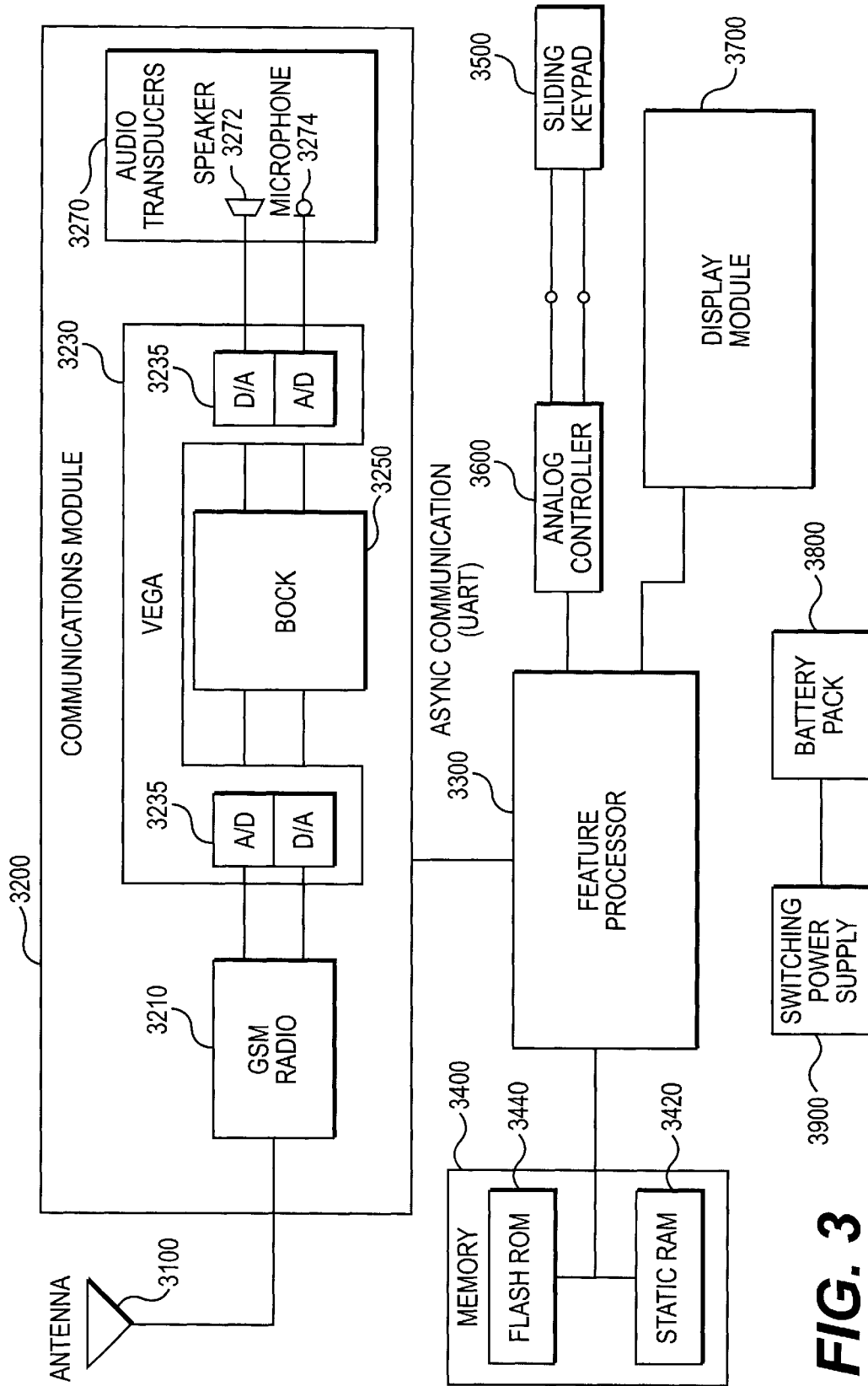


FIG. 3

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